



## Compliments and Complaints at Midlands Psychology



MIDLANDS PSYCHOLOGY

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## Compliments and Complaints

Here at Midlands Psychology we work hard to provide consistently high quality services and have a dedicated group of clinicians and administrative staff whose aim it is to make sure things work as well as possible for you. We value your views. If you have had a good experience with us, please let us know – it really helps us to know when you think things have been particularly helpful. Equally, we want to know when things haven't gone as well as you hoped they would.

All staff here have the responsibility to respond to any concerns you raise and we find that most difficulties can be quickly resolved by discussing them with your clinician or Head of Service. You can find out who is the head of your service by looking at the appropriate service pages on our website.

If after taking these steps you still have queries or concerns about any aspect of the service you have had, or if you feel you have not had a good experience with us, please contact our Service User Support team, the contact details are on the back of this leaflet, and they will do their very best to help.

If your concerns can't be sorted out by the Support Team, you may wish to make a formal complaint.

This leaflet is a guide to the process of making a complaint.



### Who can make a complaint?

A complaint can be made by any patient or person affected by the actions of Midlands Psychology. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

### How do you make a complaint?

A complaint can be made in a variety of ways. Your Support team can help you do this. You can send your complaint to us by e-mail, by letter or by telephone. The list is on the back of this leaflet.

### What happens when a complaint has been made?

It is the responsibility of all staff to respond to complaints by discussing concerns and where possible resolving the issue, either individually or with colleagues.

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We always try to resolve complaints as quickly as possible and as close to the source of the complaint as possible. This will usually involve one of the Support Team working with the Head of Service. If it is not possible to resolve the issue at this level the Chief Executive Officer will become involved. Our Service User Support Team includes other parents, one of whom will be able to act as an advocate for you, should you wish to continue through the complaints process.



## What would you like to achieve by your complaint?

When you make a formal complaint, it is helpful for us to know what you would like to achieve, so that we can resolve the matter to your satisfaction. Your complaint will be fully investigated, without prejudice, in a manner which is fair, both to you and to staff. If any failings are identified during our investigation, you will be told about any service improvements in our written response to your complaint.



## How does Midlands Psychology view complaints?

We view complaints as a genuine opportunity to learn and improve services within the organisation. By using the information from complaints and the evidence gathered during investigations, we will develop action plans and identify improvements.

## Will a complaint affect my treatment within your service?

We acknowledge that in all services there will be occasions when service users will have issues they wish to raise about the care they have received. We want to encourage our service users and carers to do this and to feel confident that their treatment will not be affected in any way if they do.

## Compliments

Please don't forget to let us know when we have done well! Your views matter and we want to hear them. It is enormously helpful to know more about what you have valued about the service you have had, so please tell us!

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## A bit about us...

### Midlands Psychology is a Social Enterprise

- We are a not-for-profit Social Enterprise and award-winning NHS provider of children’s autism services (0-18 years).
- We provide direct access to autism specialist practitioners for diagnostic and post diagnostic work.
- We offer the widest range of psychological interventions for autism in the UK.
- We work with service users to provide a range of services in the neighbourhoods where you live.
- We are strongly committed to placing the family at the centre of everything we do and working in close partnership with them to give them a meaningful and direct say in how services are provided.
- We re-invest all surplus monies to develop more resources and facilities for our families, making every penny count.
- We use local goods and suppliers and promote Staffordshire wherever we can.
- We are setting standards nationally for autism services.

### Contact User Support (US):

Email us at: [US@midlandpsychology.co.uk](mailto:US@midlandpsychology.co.uk)

Telephone: 01785 338778

Write to US: User Support, Midland House, 92 Cambridge Street, Stafford ST16 3PG

